



Unemployment Insurance

For information about how
DWD can serve you or your business,
visit the nearest WorkOne Center or visit

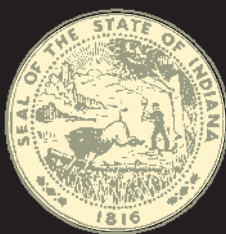
www.workforce.IN.gov

General Information

1-888-WORKONE

(317)-232-7560

(TDD)



Department of Workforce Development

Joseph E. Kernan, Governor
Alan D. Degner, Commissioner
10 North Senate Avenue
Indianapolis, IN 46204-2277

This is an equal opportunity program.

Auxiliary aids and services are available upon request to people with disabilities.
For information, contact the EEO at 1-317-232-0603 or 1-317-234-3535 (TDD).

A quick
and easy guide
to help you
file your claim.



This is what you need to do.

1. Go to the nearest Indiana WorkOne Center and file an initial claim or go to www.workforce.IN.gov and file online.
2. You will need the following information:
 - Complete name and address
 - Social Security number
 - Personal identification
 - Your most recent employer's name and address
 - The dates you worked for this employer
 - The reason you are unemployed
3. Indiana law requires you to register for work at an Indiana WorkOne Center.

What happens next?

1. You will receive in the mail a claim voucher for your one week waiting period. According to Indiana law, you will not be paid for your one week waiting period. However, you still need to fill out the voucher online or return it by mail or in person when you visit the office.
2. If you do not receive your claim voucher in the mail, call the WorkOne office or the Helpline at 1-888-WORKONE.
3. If you file online, you will not receive any further vouchers by mail. You must continue to file your weekly claims online. If you file by mail, the following week, you will be mailed a voucher to fill out and return for your first week's claim. Answer all questions. Write down wages or pay earned for the week. Don't forget to sign your name. Your check could be delayed if you do not fill out your voucher properly.
4. You will receive your first check approximately one week after you submit your second voucher.
5. You will be asked to return to the office periodically for interviews. The office will notify you by mail when you must return.

What if there is a problem?

1. Most questions or problems with a claim will not change the procedure you will follow.
2. A toll-free helpline has been established to answer questions about unemployment insurance or help resolve problems with claims. The number is 1-888-WORKONE. If you live in Marion County, please dial 232-6702.
3. Please return to the office or call the toll-free helpline if:
 - You receive a form in the mail saying you have not received enough wage earnings to qualify for benefits, or
 - You did not receive your voucher and check in the mail.

Until the problem is resolved...

If there is a problem, the following will apply until the problem is resolved:

1. You will not receive any benefits until a decision about your claim is made.
2. You will continue to receive your voucher each week. Complete it accurately.
3. You will receive a written notice in the mail when a decision is made.
4. If you are found to be eligible, you will be paid benefits for the past weeks you filed a claim.
5. If you are found to be ineligible, you have the right to appeal the decision.
6. You must file your appeal within 10 days.

Contact your local WorkOne office for more information.

You may be eligible for unemployment insurance benefits if you:

- Worked for an employer covered by the Indiana Workforce Development Act.
- Lost your job through no fault of your own.
- Are temporarily laid off and will be returning to your job.
- Are able and available for work.

Some final thoughts...

- The department reviews a random sample of claimants' records to test the accuracy of the unemployment insurance payments they receive. The department will contact the claimant and employer to verify information reported.
- It is important to give the correct information when filing for benefits. People who make false statements on claims documents may be prosecuted for committing fraud, which may result in a fine, imprisonment, or both.
- If you believe you have been discriminated against on the basis of race, color, national origin, pregnancy, age or disability in connection with your claim or service, you have the right to file a complaint with the Indiana Department of Workforce Development or the U.S. Department of Labor. Please contact your local WorkOne office for more information.